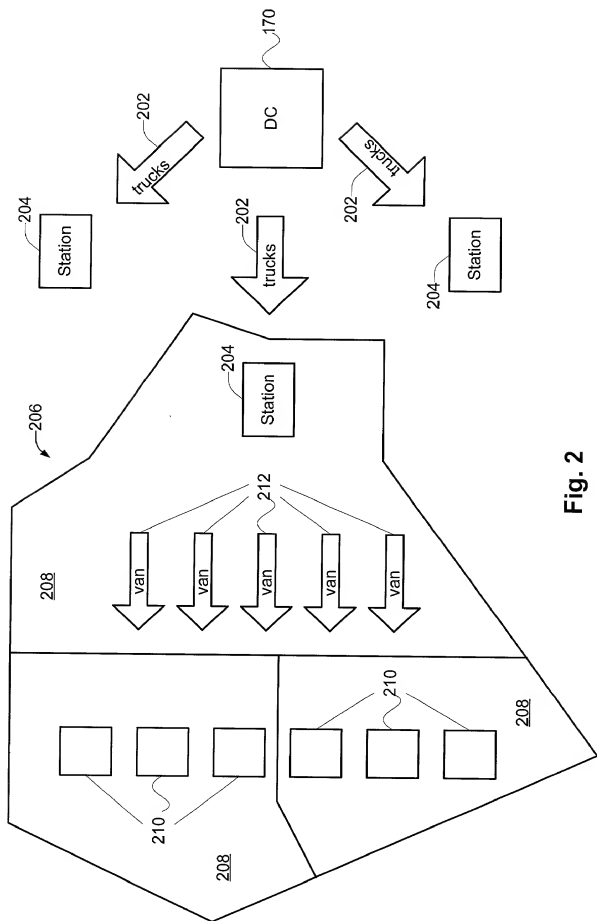


Fig. 1



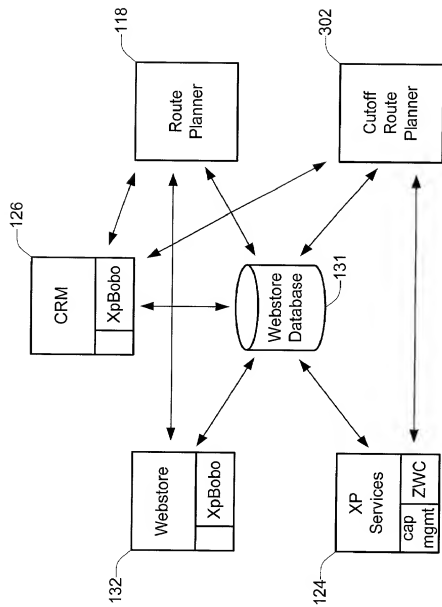
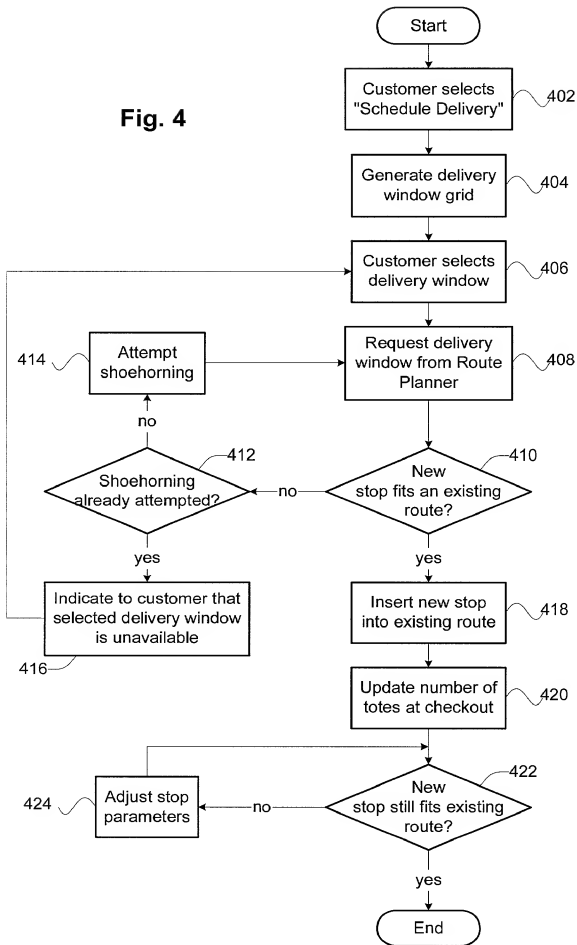


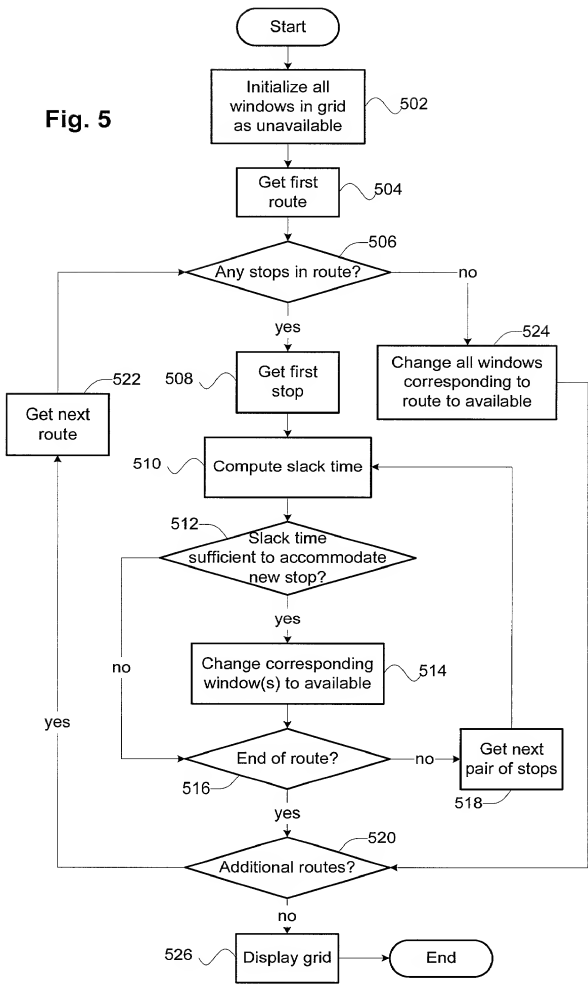
Fig. 3

Fig. 4



09810891.061801

Fig. 5



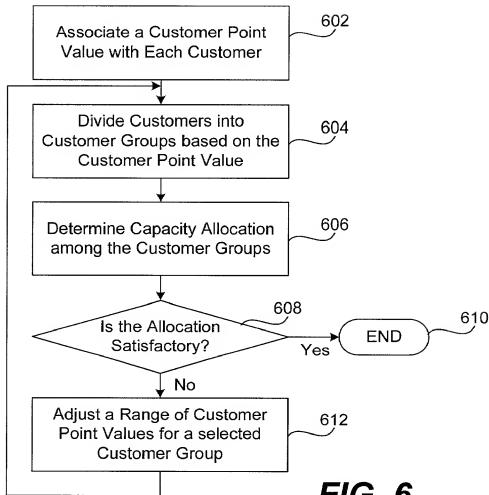


FIG. 6

Average Shipment Size

Threshold		Points
less than 25		0
\$	25.00	15
	40.00	20
	55.00	25
	70.00	35
	85.00	45
	100.00	50
	115.00	55
	130.00	60

FIG. 7

Shipment Frequency

Threshold		Points
Orders/Week		
less than .25		0
\$	0.25	12
	0.45	20
	0.75	30
	1.00	33
	1.25	36
	1.50	40

FIG. 8

Customer	Customer Points	Group Name	Override Group Name	Override Expiration Date
Mary Smith	61	A3		
John Doe	32	A4	A3	9/30/1999
Joe Smith	90	A1	A3	12/31/1999
Sunil Bhargava	50	A3	A1	Null (no expiration)

FIG. 9

Input Screen		1002		1000		1024	
Begin Date	8/5/99	8/5/99	8/31/99				
End Date	8/31/99	8/31/99					
Capacity Allocation History		1002		1004		1020	
Begin Date	8/5/99	8/5/99					
End Date	8/31/99	8/31/99					
1010		1012		1014		1022	
Group	Minimum Points	Target Capacity Allocation		Actual Results		Total Customers	
		Number	%	Number	%	Total Orders	Number
A1	86	32%	23%	5,290	34%	1,780	1,780
New	74	20%	25%	5,750	17%	890	890
A2	54	16%	14%	3,220	22%	1,151	1,151
A3	31	9%	13%	2,990	18%	942	942
A4	—	3%	15%	3,450	7%	366	366
A5	—	100%	10%	2,300	2%	105	105
Totals		100%	100%	23,000	100%	5,234	5,234

FIG. 10

Worksheet to plan Groupings

1100		1104		1102	
1010 Group	1012 Minimum Points	Recalculation Results		1106	
		Minimum Points	Total Customers	%	Number
A1 New	86	88	21%	5,040	5,040
A2	74	76	24%	5,760	5,760
A3	54	56	12%	2,880	2,880
A4	31	33	14%	3,360	3,360
A5			15%	3,600	3,600
Totals			14%	24,000	24,000

1120 Recalculate

1122 Submit

FIG. 11

Worksheet to Allocate Capacity

1202		1206		1208	
Expected Number of Orders		1204		Target Orders	
1010 Group	1012 Target Capacity Allocation	Total Customers		Per Week/Per Cust	
		%	Number	Number	Per Week/Per Cust
A1 New	32%	21%	5,040	5,760	1.1
A2	28%	24%	5,760	5,040	0.9
A3	12%	12%	2,880	2,160	0.8
A4	11%	14%	3,360	1,980	0.6
A5	10%	15%	3,600	1,800	0.5
Totals	7%	14%	3,360	1,260	0.4
	100%	100%	24,000	18,000	0.8

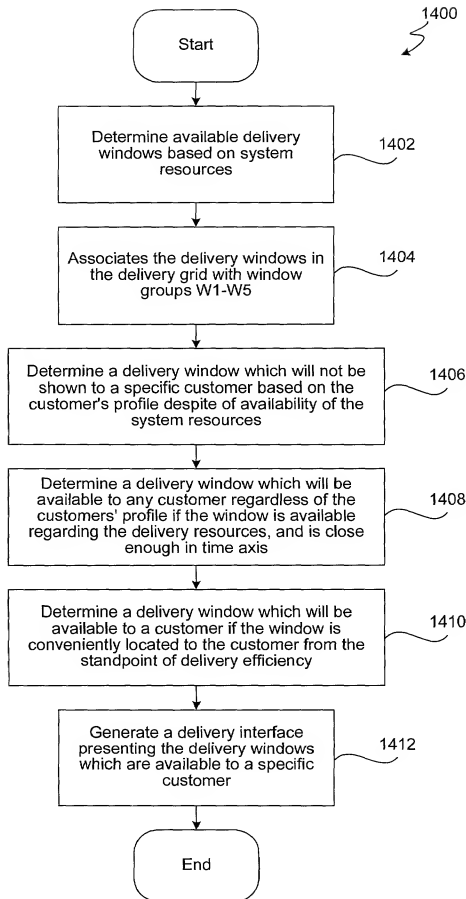
1220 Recalculate

1222 Submit

FIG. 12

	8:00	8:30	9:00	9:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00
02/10/2001	X			H		X	(X)	X	X	X	X	X	
02/11/2001						H	(X)	(X)	X	X	X	H	
02/12/2001							(X)	(X)	(X)	X	H		
02/13/2001							(X)	(X)	(X)				
02/14/2001						(X)	(X)	(X)	(X)				
02/15/2001						(X)	(X)	(X)	(X)				
02/16/2001						(X)	(X)	(X)	(X)				

FIG. 13

**FIG. 14**